



PATENT  
8009-1009

IN THE U.S. PATENT AND TRADEMARK OFFICE

In re application of:

Shinichi UKON

Confirmation No. 3288

Serial No. 09/690,727

GROUP 2642

Filed October 18, 2000

Examiner Bing Q. Bui

AUTOMATIC CALL DISTRIBUTION  
SYSTEM AND METHOD

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Technology Center 2600

AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

July 19, 2004

Sir:

In response to the Official Action of April 21, 2004,  
please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing  
of claims which begins on page 2 of this paper.

**Remarks** begin on page 6 of this paper.